



JOB DESCRIPTION: Public Safety Dispatcher

JOB TITLE: Public Safety Dispatcher
DEPARTMENT: Fire/Communications
PAY GRADE: 47
EXEMPT: N
FULL-TIME: Y

Date Created: 10/09/00
Last Updated: 08/18/09

JOB SUMMARY:

Under the direct supervision of the Public Safety Telecommunications Supervisor, receives requests for police, fire, emergency medical services, animal control and utilities; dispatches public safety units; operates various telecommunications equipment; prepares reports; maintains files; and performs other related duties. This employee must be available to work regular and irregular shift rotations, which may include weekends, holidays, as well as extended hours in emergency, disaster or other situations influenced by workload or staffing difficulties.

ESSENTIAL JOB FUNCTIONS:

- Answers multi-line telephones; takes 911 calls. Quickly analyzes complex information in emergency or dangerous situations and makes decisions of a life or death nature.
- Provide Emergency Medical Dispatch (EMD) rescue assistance; triage in-coming request for emergency medical service to determine the level of response; provide pre-arrival instructions to the caller including but not limited to cardiac arrest, airway management, control of bleeding and assisting with childbirth. Must use established Emergency Medical Dispatch protocols to immediately provide help to the victim or other party; operate within an established quality assurance standard of service.
- Communicates effectively, courteously and clearly in English, both verbally and in writing, speaking distinctly, responding promptly. Communicates with irate, hysterical, aggressive and/or abusive individuals while maintaining composure and attempting to verbally calm them.
- Hears in the normal range.
- Simultaneously listens and comprehends both telephone and radio traffic.
- Assists and records requests for police, fire and emergency medical services from the public and departmental personnel via telephone, radios and in person.
- Comprehends and applies City ordinances, policies and procedures.
- Adheres strictly to the Department Code of Conduct and directives.
- Documents all activity, locations and status in the computer aided dispatch system for public safety personnel, quickly disseminating any additional information.
- Operates computer terminals for specialized access with various automated data banks in compliance with all applicable laws.
- Works in a confined area for 12 hours and remains seated for long periods of time entering data into various computer systems on a constant basis.
- Simultaneously inputs, retrieves and maintains information, reading from multiple computer screens and printouts while operating multiple keyboards.
- Operates multi-channel public safety radio system.
- Assigns appropriate public safety personnel for routine and emergency calls for service.
- Concentrates on tasks through many distractions. Maintains work area neatly, safely, and in an organized fashion; organizes time and materials and uses organization skills and judgment to handle a variety of duties at once; determines duties of the most pressing nature and sets priorities.

- Operates and performs maintenance of equipment, e.g., video, audio and printing equipment.
- Attends training/schools/seminars and other City related events requiring travel.
- Performs in a manner that cannot pose a direct threat to the health/safety of self and/or others.
- Supports other departments during non-standard business hours.
- Maintains an excellent attendance record. Rarely absent or tardy.
- Performs as a responsible steward of the public trust and strives for excellence in public service, enhancing the quality of life for all.
- Acts in a civil, respectful manner at all times to management, co-workers and others.
- Performs other duties as may be assigned.

OTHER JOB FUNCTIONS:

Subject to call-out on occasion. Female Dispatchers may be required to search female prisoners, if needed. As requested, assists in training of various City of Wylie public safety employees. As requested by a member of management, performs temporary supervision in the absence of the Public Safety Telecommunications Supervisor. Attends and testifies in criminal and civil courts when summoned.

REQUIRED EXPERIENCE, KNOWLEDGE, SKILLS & ABILITIES:

Type 20wpm accurately. Knowledge of TLETS computer system. Knowledge of how to perform vehicle registration checks. Ability to answer multiple telephone lines. Knowledge of 911 PSAP. Ability to pass a pre-employment drug screening test, physical assessment, psychological assessment, polygraph examination and extensive criminal background check.

REQUIRED EDUCATION, TRAINING, LICENSES & CERTIFICATIONS:

High school graduate or GED equivalency is required. Six months or more of municipal Police, Fire, and 911 Enhanced dispatching experience is preferred. Telecommunications Certification as issued by the Texas Commission on Law Enforcement Officers Standards and Education and Emergency Medical Dispatcher (EMD) must be obtained within ____ months of employment and maintained as a condition of continued employment. Must have a valid Texas Driver's License.

PHYSICAL REQUIREMENTS:

Low lifting requirements, exerting up to 20 pounds occasionally, 10 pounds frequently or negligible amounts constantly. Position carries the possibility of exposure to infectious diseases through contact with prisoners, detainees and other public safety personnel. Position has a high stress level due to constant radio/telephone/public traffic and the nature of the emergency/public safety environment.

HIPAA COMPLIANCE STATEMENT

All employees who have access to health information whose confidentiality is protected by the HIPAA Privacy Rule must have an understanding and knowledge of the Privacy Rule that corresponds to their job responsibilities. Employees who violate the requirements of the HIPAA Privacy Rule will be subject to discipline, up to and including termination.

PHYSICAL ACTIVITIES REQUIRED:

Standing	Sitting	Walking	Lifting	Hearing
Carrying	Pushing/Pulling	Reaching	Handling	Vision
Fine Dexterity	Kneeling	Crouching	Crawling	Talking
Bending	Twisting	Climbing	Balancing	Foot Controls

PRIMARY WORK ENVIRONMENT: Indoors

SHIFT WORK: Y

CALL-OUT: Occasionally

This description is not meant to be all-inclusive of tasks that may be required to be performed on an irregular basis; nor is it intended to be an exhaustive list of all duties and skills that may be required. This job description may change at any time, for any reason, deemed necessary by management.